



EDMUND G. BROWN JR.
GOVERNOR



MATTHEW RODRIGUEZ
SECRETARY FOR
ENVIRONMENTAL PROTECTION

State Water Resources Control Board

Division of Drinking Water

March 29, 2017

Certified Mail

7012 3460 0003 1112 8571

Richard Dewante, President
Tahoe Park Water Company
5000 Windplay Drive, Suite 4
Eldorado Hills, CA 95762

TRANSMITTAL OF COMPLIANCE ORDER NO. 01-02-17R-001

Dear Mr. Dewante:

The State Water Resources Control Board (Board) Division of Drinking Water has issued the Tahoe Park Water Company – Skyland/Nielsen water system a compliance order, which is attached.

Any person who is aggrieved by an order or decision issued by the deputy director of the Division of Drinking Water under Article 8 (commencing with Health and Safety Code Section 116625) or Article 9 (commencing with Health and Safety Code Section 116650), of the Safe Drinking Water Act (Chapter 4, Part 12, Division 104, of the Health and Safety Code) may file a petition with the State Water Board for reconsideration of the order or decision. Appendix A to the enclosed citation contains the relevant statutory provisions for filing a petition for reconsideration. (Health and Safety Code Section 116701)

Petitions must be received by the State Board within 30 days of the issuance of the order or decision by the Deputy Director. The date of issuance is the date when the Division of Drinking Water mails a copy of the order or decision. If the 30th day falls on a Saturday, Sunday, or state holiday, the petition is due the following business day. Petitions must be received by 5:00 p.m.

FELICIA MARCUS, CHAIR | THOMAS HOWARD, EXECUTIVE DIRECTOR

364 Knollcrest Drive, Suite 101, Redding, CA 96002 | www.waterboards.ca.gov

Information regarding filing petitions may be found at:

http://www.waterboards.ca.gov/drinking_water/programs/petitions/index.shtml

If you have any questions, please contact Michael Burgess at (530) 224-6506 or me at (530) 224-4800.



Michael J. McNamara, P.E.
Lassen District Engineer
DRINKING WATER FIELD
OPERATIONS BRANCH

Enclosure: Compliance Order No. 01-02-17R-001

cc: Richard L. Hinrichs, Chief, DDW-Northern California Section
Placer County Department of Environmental Health

1 **STATE OF CALIFORNIA**
2 **STATE WATER RESOURCES CONTROL BOARD**
3 **DIVISION OF DRINKING WATER**
4

5 **TO:** Tahoe Park Water Company
6 5000 Windplay Drive, Suite 4
7 El Dorado Hills, CA 95762
8

9 **Attn:** Richard Dewante, President
10
11

12 **COMPLIANCE ORDER NO. 01-02-17R-001**
13 **FOR**
14 **VIOLATION OF CALIFORNIA HEALTH AND SAFETY CODE**
15 **SECTION 116555(a)(3)**
16 **AND**
17 **VIOLATION OF CALIFORNIA CODE OF REGULATIONS,**
18 **TITLE 22, SECTIONS 64463.1, 64465(a), and 64554(a)**
19 **WATER SYSTEM NO. 3110049**
20 **Issued on March 29, 2017**

21
22 The State Water Resources Control Board (hereinafter "Board"), acting by and through
23 its Division of Drinking Water (hereinafter "Division") and the Deputy Director for the
24 Division (hereinafter "Deputy Director"), hereby issues this compliance order
25 (hereinafter "Order") pursuant to Section 116655 of the California Health and Safety
26 code (hereinafter "CHSC") to Tahoe Park Water Company – Skyland/Nielsen

(hereinafter "Company") for violation of Section 116555(a)(3) of the CHSC and Title 22, Section 64463.1, Section 64465(a), and Section 64554(a) of the California Code of Regulations (hereinafter "CCR"), during the month of January 2017.

A copy of the applicable statutes and regulations are included in Attachment A, which is attached hereto and incorporated by reference.

STATEMENT OF FACTS

The Company operates a community water system which serves an estimated year-round population of 50 through 91 active service connections. The Company operates under Domestic Water Supply Permit 01-02-16(P)005, issued on October 31, 2016. The water system is served by a single well source, known as the New Nielsen Well. The distribution system contains two pressure zones. Water from the New Nielsen Well is supplied directly into the Lower Zone. Water is then supplied from the Lower Zone to the Upper Zone by a booster station; water can also flow back through a pressure reducing valve from the Upper Zone into the Lower Zone. Neither the well nor the booster station is equipped with an emergency generator in the event that there is a prolonged loss of power. The Upper Zone contains all system storage, a 20,000-gallon capacity redwood storage tank and a 60,000-gallon capacity bolted steel storage tank; however, the bolted steel tank can only be operated at an estimated maximum capacity of 40,000 gallons otherwise the redwood tank overflows.

1 On January 16, 2017, the Company notified the Division that the water system had
2 been without power for six days and the water system had been without water for
3 three days. The Company also informed the Division that they had notified the water
4 system's customers earlier that day to boil their water before drinking using a Skyland
5 Homeowners Association email list. According to the Company, there were no more
6 than six occupied homes being served by the Company at the time of the water
7 outage; however, when the Company experiences a water outage all of the
8 customers, including the non-resident customers need to be notified so they can take
9 action to flush their service lines when they occupy their residences. The Company
10 did not notify the Division of the water outage until January 16, 2017, nor did the
11 Company consult with the Division before issuing the boil water advisory.

12
13 Upon request, the Company sent the Division a copy of an email with the following
14 language that was reportedly sent out to the Company's users, on January 16, 2017,
15 advising them to boil the water prior to drinking. Neither the method of notification
16 nor the language in the email met the requirements for a Tier 1 public notice.

17
18 "Although water remained in the lower part of the system, including the tank at
19 Nielsen, pipes in the upper part were empty, therefore protocol calls for
20 disinfection (chlorine) and a bacti test. Until a clear bacti test is received, we
21 advise to boil the water prior to drinking. No restrictions otherwise. Of course
22 you should run the water and look at it upon first use. The test takes 24 hours.
23 We did add a good dose of chlorine to each tank very early this morning."

1 Upon request, the Company sent the Division a copy of an email with the following
2 language that was reportedly sent out to the Company's users, on January 17, 2017,
3 advising them that the water is safe to drink. The Company did not receive approval
4 from the Division prior to sending out the boil water advisory rescission.

5
6 "As a follow-up to yesterday's email of 9:50 AM, which email is repeated below
7 for reference, the water is safe to drink. I took two samples of unchlorinated
8 water from the system yesterday and they both tested negative, (no presence
9 of coliform). There are no restrictions on the water. You will taste some
10 chlorine for a few days because we added chlorine to the tanks as they were
11 filling."

12
13 On January 18, 2017, and January 19, 2017, the Division received complaints from
14 several Company customers that they either never received the boil water advisory or
15 received the boil water advisory the same day as the email indicating that the water
16 was safe to drink. These customers contacted the Division because of the confusion
17 caused by the Company's notices as to whether or not the water was safe to drink.

18
19 On January 19, 2017, the Company provided electronic copies of the bacteriological
20 results for the two samples reportedly collected from the distribution system on
21 January 16, 2017, prior to chlorinating the storage tanks. The Company collected one
22 sample from each pressure zone. Both samples tested absent for total coliform
23 bacteria.

DETERMINATIONS

Based on the above Statement of Facts, the Division determines that the Company has violated the following:

1. Section 116555(a)(3) of the CHSC; specifically, the Company failed to provide a reliable and adequate supply of pure, wholesome, healthful, and potable water.
2. Title 22, Section 64554(a) of the CCR, specifically, the Company failed to meet user demands at all time.
3. Title 22, Section 64463.1(b) and (c) of the CCR; specifically, the Company issued a Tier 1 public notice without consultation with the State Board and did not issue it in a manner that was designed to reach all of its customers.
4. Title 22, Section 64465(a) of the CCR; specifically, the Company issued a Tier 1 public notice that did not meet the public notice content and format requirements.

DIRECTIVES

Pursuant to Section 116655, Article 9, Chapter 4, Part 12, Division 104 of the CHSC, the Division and its Director hereby orders and directs the Company to:

1. By no later than **May 31, 2017**, submit a plan to provide a reliable and adequate supply of pure, wholesome, healthful, and potable water at all times. At a minimum, the plan shall address the reliable supply of water during short-term (less than one day) and prolonged (greater than one day) power outages. The plan shall provide for adequately sized back-up generators, a means of quickly providing power from the generators to the well pump and booster station, and a supply of fuel for the generators, or an equally effective alternative to a back-up power supply.
2. By no later than **May 31, 2017**, and in accordance with Title 22, Section 64600(a)(6) of the CCR, submit a plan and procedures for responding to water supply emergencies (Emergency Response Plan) that ensures the Division is notified in a timely manner of any significant problems with the water system, includes emergency phone numbers for people to be contacted during an emergency, and establishes an organizational chart that clearly delineates reporting relationships and responsibilities for the Company employees. A guidance template to help the Company prepare an Emergency Response Plan is attached to this Order.

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3. Provide all Tier 1 public notices that may be issued in accordance with Title 22, Section 64463.1 of the CCR to the Division for review and approval. All Tier 1 public notices shall meet the content and format requirements of Title 22, Section 64465(a).
4. The Company shall neither rescind nor modify any Tier 1 public notifications, whether issued by the Company or the Division, without prior written approval from the Division.

All submittals required by this Order shall be submitted to the Division at the following address:

Michael J. McNamara, P. E.
Lassen District Engineer
Division of Drinking Water
State Water Resources Control Board
364 Knollcrest Drive, Suite 101
Redding, CA 96002

As used in the Order, the date of issuance shall be the date of this Order; and the date of service shall be the date of service of this Order, personal or by certified mail, on the Company.

1 The Division reserves the right to make such modifications to this Order and/or to
2 issue such further order(s) as it may deem necessary to protect public health and
3 safety. Such modifications may be issued as amendments to this Order and shall be
4 deemed effective upon issuance.

5
6 Nothing in this Order relieves the Company of its obligation to meet the requirements
7 of the California Safe Drinking Water Act (SDWA), or any regulation, standard, or
8 permit issued thereunder.

9
10 The State of California shall not be liable for any injuries or damages to persons or
11 property resulting from acts or omissions by the Company, its employees, agents, or
12 contractors in carrying out activities pursuant to this Order, nor shall the State of
13 California be held as a party to any contract entered into by the Company or its
14 agents in carrying out activities pursuant to this Order.

15 16 **FURTHER ENFORCEMENT ACTION**

17
18 The California SDWA authorizes the Board to: issue a citation with assessment of
19 administrative penalties to a public water system for violation or continued violation of
20 the requirements of the California SDWA or any regulation, permit, standard, citation,
21 or order issued or adopted thereunder including, but not limited to, failure to correct a
22 violation identified in a citation or compliance order. The California SDWA also
23 authorizes the Board to take action to suspend or revoke a permit that has been

1 issued to a public water system if the public water system has violated applicable law
2 or regulations or has failed to comply with an order of the Board; and to petition the
3 superior court to take various enforcement measures against a public water system
4 that has failed to comply with an order of the Board. The Board does not waive its
5 right to take any further or additional enforcement action(s) against the Company.

6
7 The Company's failure to comply with any directive set forth in the Order by the time
8 prescribed herein may result in further administrative penalties in the amount of
9 \$1,000 per day per violation, pursuant to CHSC, Section 116650, and/or civil
10 penalties in the amount of up to \$25,000 per day per violation pursuant to CHSC,
11 Section 116725.

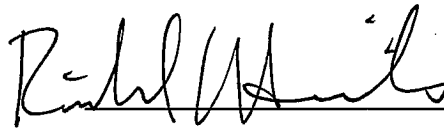
12
13 **PARTIES BOUND**

14
15 This Order shall apply to and be binding upon the Company, its officers, directors,
16 agents, employees, contractors, successors, and assignees.

SEVERABILITY

The directives of this Order are severable, and the Company shall comply with each and every provision thereof notwithstanding the effectiveness of any provision.

3/29/2017



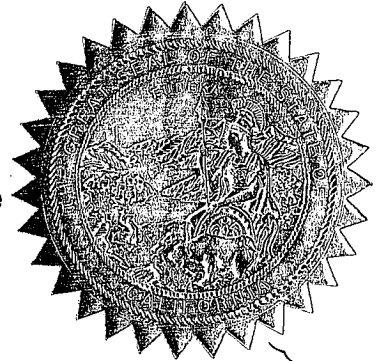
Date

Richard L. Hinrichs, P.E., Chief
Northern California Section
Division of Drinking Water
State Water Resources Control Board

Attachments: 'A' Applicable Authorities

'B' Emergency/Disaster Response Plan Template

Certified Mail No. 7012 3460 0003 1112 8571



APPLICABLE AUTHORITIES

CHSC, Section 116555(a)(3) states:

116555. Operational requirements.

(a) Any person who owns a public water system shall ensure that the system does all of the following:

- (3) Provides a reliable and adequate supply of pure, wholesome, healthful, and potable water.

CHSC, Section 116655 states in relevant part:

(a) Whenever the department determines that any person has violated or is violating this chapter, or any permit, regulation, or standard issued or adopted pursuant to this chapter, the director may issue an order doing any of the following:

- (1) Directing compliance forthwith.
- (2) Directing compliance in accordance with a time schedule set by the department.
- (3) Directing that appropriate preventive action be taken in the case of a threatened violation.

(b) An order issued pursuant to this section may include, but shall not be limited to, any or all of the following requirements:

- (1) That the existing plant, works, or system be repaired, altered, or added to.
- (2) That purification or treatment works be installed.
- (3) That the source of the water supply be changed.
- (4) That no additional service connection be made to the system.
- (5) That the water supply, the plant, or the system be monitored.
- (6) That a report on the condition and operation of the plant, works, system, or water supply be submitted to the department.

CHSC, Section 116701 states:

(a) Within 30 days of issuance of an order or decision issued by the deputy director under Article 8 (commencing with Section 116625) or Article 9 (commencing with Section 116650), an aggrieved person may petition the state board for reconsideration. Where the order or decision of the deputy director is issued after a hearing under Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of the Government Code, this section shall apply instead of Section 11521 of the Government Code.

(b) The petition shall include the name and address of the petitioner, a copy of the order or decision for which the petitioner seeks reconsideration, identification of the reason the petitioner alleges the issuance of the order was inappropriate or improper, the specific action the petitioner requests, and other information as the state board may prescribe. The petition shall be accompanied by a statement of points and authorities of the legal issues raised by the petition.

(c) The evidence before the state board shall consist of the record before the deputy director and any other relevant evidence that, in the judgment of the state board, should be considered to implement the policies of this chapter. The state board may, in its discretion, hold a hearing for receipt of additional evidence.

(d) The state board may refuse to reconsider the order or decision if the petition fails to raise substantial issues that are appropriate for review, may deny the petition upon a determination that the issuance of the order or decision was appropriate and proper, may set aside or modify the order or decision, or take other appropriate action. The state board's action pursuant to this subdivision shall constitute the state board's completion of its reconsideration.

(e) The state board, upon notice and hearing, if a hearing is held, may stay in whole or in part the effect of the order or decision of the deputy director.

(f) If an order of the deputy director is subject to reconsideration under this section, the filing of a petition for reconsideration is an administrative remedy that must be exhausted before filing a petition for writ of mandate under Section 116625 or 116700.

California Code of Regulations, Title 22, Section 64463(b) states:

(b) Each water system required to give public notice shall submit the notice to the State Board, in English, for approval prior to distribution or posting, unless otherwise directed by the State Board.

California Code of Regulations, Title 22, Section 64463.1(a)(4) states:

(4) Occurrence of a waterborne microbial disease outbreak, as defined in section 64651.91, or other waterborne emergency, a failure or significant interruption in water treatment processes, a natural disaster that disrupts the water supply or distribution system, or a chemical spill or unexpected loading of possible pathogens into the source water that has the potential for adverse effects on human health as a result of short-term exposure;

California Code of Regulations, Title 22, Section 64463.1(b) states in relevant part:

(b) As soon as possible within 24 hours after learning of any of the violations in subsection (a) or being notified by the State Board that it has determined there is a potential for adverse effects on human health [pursuant to paragraph (a)(4), (5), or (6)], the water system shall:

- (1) Give public notice pursuant to this section;
- (2) Initiate consultation with the State Board within the same time frame; and
- (3) Comply with any additional public notice requirements that are determined by the consultation to be necessary to protect public health.

California Code of Regulations, Title 22, Section 64463.1(c) states in relevant part:

(c) A water system shall deliver the public notice in a manner designed to reach residential, transient, and nontransient users of the water system and shall use, as a minimum, one of the following forms:

- (1) Radio or television;
- (2) Posting in conspicuous locations throughout the area served by the water system;
- (3) Hand delivery to persons served by the water system; or

- (4) Other method approved by the State Board, based on the method's ability to inform water system users.

California Code of Regulations, Title 22, Section 64465(a) states in relevant part:

(a) Each public notice given pursuant to this article, except Tier 3 public notices for variances and exemptions pursuant to subsection (b), shall contain the following:

- (1) A description of the violation or occurrence, including the contaminant(s) of concern, and (as applicable) the contaminant level(s);
- (2) The date(s) of the violation or occurrence;
- (3) Any potential adverse health effects from the violation or occurrence, including the appropriate standard health effects language from appendices 64465-A through G;
- (4) The population at risk, including subpopulations particularly vulnerable if exposed to the contaminant in drinking water;
- (5) Whether alternative water supplies should be used;
- (6) What actions consumers should take, including when they should seek medical help, if known;
- (7) What the water system is doing to correct the violation or occurrence;
- (8) When the water system expects to return to compliance or resolve the occurrence;
- (9) The name, business address, and phone number of the water system owner, operator, or designee of the water system as a source of additional information concerning the public notice;
- (10) A statement to encourage the public notice recipient to distribute the public notice to other persons served, using the following standard language: "Please share this information with all the other people who drink this water, especially those who may not have received this public notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail."

California Code of Regulations, Title 22, Section 64554(a) states in relevant part:

(a) At all times, a public water system's water source(s) shall have the capacity to meet the system's maximum day demand (MDD). MDD shall be determined pursuant to subsection (b).

California Code of Regulations, Title 22, Section 64600 states in relevant part:

(a) If directed by the State Board to do so based on an identified deficiency in the system's operations, a water system shall develop and submit a Water System Operations and Maintenance Plan (Plan); the water system shall include those elements in the following list that are deemed by the State Board to be relevant to the deficiency:

- (6) The plan and procedures for responding to water supply emergencies;

Emergency/Disaster Response Plan

This template is recommended for California public water systems that serve less than 1,000 service connections (or population less than 3,300).

Water System Name: _____

Water System ID No: _____

Number of Service Connections: _____

Population Served: _____

To continue minimum service levels and mitigate the public health risks from drinking water contamination that may occur during a disaster or other emergency events and in order to provide reliable water service and minimize public health risks from unsafe drinking water during those events, the Tahoe Park Water Company – Skyland/Nielsen water system proposes the following plan that defines how it will respond to emergencies and/or disasters that are likely to affect its operation.

Disasters/emergencies that are likely to occur in the water system's service area that are addressed are: earthquake, major fire emergencies, water outages due to loss of power, localized flooding, water contamination, and acts of sabotage.

- 1) **DESIGNATED RESPONSIBLE PERSONNEL:** For designated responsible personnel and chain of command and identified responsibilities, see the attached table "Water System Emergency /Disaster Personnel and Responsibilities".
- 2) **INVENTORY OF RESOURCES:** An inventory of system resources that are used for normal operations and available for emergencies; includes maps and schematic diagrams of the water system, lists of emergency equipment, equipment suppliers, and emergency contract agreements that are kept at the water system office.
- 3) **EMERGENCY OPERATIONS CENTER:** The water system office has been designated as the communication network emergency operations center. Emergency contact information for equipment suppliers is attached. The telephone and FAX will be the primary mode of communication in an emergency.

Agency	Address, City	Phone #	FAX #
Water System (Primary Site)			
Water System (Alternate Site)			
Fire Department			
Law Enforcement			

In addition, should telephone communication be lost, the water system has made arrangements with *[describe contact and procedures]*, to provide emergency communications with emergency response agencies.

- 4) **OTHER AGENCY COORDINATION:** Coordination procedures with governmental agencies for health and safety protection; technical, legal, and financial assistance, and public notification procedures are continually being developed and updated through regulation and experience and will be added as necessary to this plan. (See External Emergency Contact sheet.)
- 5) **RESPONSE PROCEDURES:** Personnel will, as quickly as possible, determine the status of other employees, assess damage to water system facilities, provide logistics for emergency repairs, monitor progress of repairs and restoration efforts, communicate with health officials and water users according to the "Emergency Notification Plan" on file with the regulatory agency (i.e., State Water Resources Control Board Division of Drinking Water (Division) or Local Primacy Agency (LPA)), and document damage and repairs. A copy of the approved "Emergency Notification Plan"(ENP) and user notification templates is attached.
- 6) **PUBLIC NOTIFICATION PROCEDURES:** Public notice procedures should be developed before a disaster and not during the event. Public notices are a significant part of communicating with customers. Standard public notifications have been developed by the Division for use during an emergency such as: 1) precautions during a water outage or low pressure problem; 2) Boil Water Order (BWO); 3) Unsafe Water Alert (UWA), or; 4) Do Not Drink Notices,. Each utility will need to modify the standard forms with specific contact information and guidance to customers depending on the nature of the emergency event. In addition, water systems need to have copies of public notices in the appropriate languages for use by non-English language speaking customers in their service areas.

A BWO, UWA or Do Not Drink Notice can be issued by one, or a combination of the following agencies:

- State Water Resources Control Board Division of Drinking Water (Designated personnel-District Engineer, Regional Engineer or Branch Chief).
- Local County Health Department or local Environmental Health Agency (Designated personnel-County Health Officer or Director of Environmental Health Department for small water systems under county jurisdiction).
- Affected Water System (Designated personnel-responsible person in charge of the affected water system, i.e., Manager, Owner, Operator etc. The water systems ERP should identify the designated personnel in their ERP).

All public notifications (BWO, UWA or Do Not Drink Notices) should be coordinated with the Division District Engineer, County Environmental Health Department and the County Health Officer prior to issuing a public notice. However, any one of the three agencies can act in an emergency to immediately issue a BWO or UWA, if delays would jeopardize public health and safety. The Division District Engineer or the water system must notify the County Health Department and the County Health Officer prior to or immediately after issuing a public notice. Notice must be given directly to a person, and a message left on voicemail or answering machine is not sufficient to meet this requirement. Details of the person responsible for completing this notification and the method that will be utilized is contained in the ERP, and is attached to this plan.

The following standard public notices are provided in the Appendix of this report.

Consumer Alert During Water Outages or Periods of Low Pressure –

If a water system is experiencing power outages, water outages or low pressure problems, a consumer alert may be issued to the public. The notice provides consumers information on conserving water and how to treat the water with household bleach if the water quality is questionable.

Boil Water Order (BWO) – A BWO should be issued when minimum bacteriological water quality standards cannot be reasonably assured. To assure public health protection a BWO should be issued as soon as it is concluded by the designated personnel that the water supply is or may be biologically unsafe. Examples of these situations include:

1. Biological contamination of water supply system, including but not limited to:
 - Positive total or fecal coliform bacteriological samples;
 - Prolonged water outages in areas of ruptured sewer and/or water mains;
 - Failed septic tank systems in close proximity to ruptured water mains;
 - Ruptured water treatment, storage, and/or distribution facilities in areas of known sewage spills
 - Known biological contamination;
 - Cross-connection contamination problems;
 - Illness attributed to water supply.
2. Unusual system characteristics, including but not limited to:
 - Prolonged loss of pressure;
 - Sudden loss of chlorine residual;
 - Severe discoloration and odor;
 - Inability to implement emergency chlorination.

3. Implemented due to treatment inadequacies.

A BWO is not appropriate in response to most types of chemical contamination. A BWO may also be inappropriate in cases where boiling the water may tend to concentrate regulated contaminants that are known to be in the water and that are just below an MCL (e.g. Nitrates or Nitrites that are over 50% of the MCL).

Unsafe Water Alert (UWA)/"Do Not Drink" – In the event a water quality emergency due to known or suspected chemical (non-bacteriological) contamination to a water system a UWA or "Do Not Drink" should be issued. Water should not be used for drinking and cooking, but may be used for sanitation purposes (e.g. toilet flushing, clothes washing, etc.). Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to:
 - Ruptured water distribution system (storage tanks, mains) in area of known chemical spill coupled with loss of pressure;
 - Severe odor and discoloration;
 - Loss of chlorine residual;
 - Inability of existing water treatment process to neutralize chemical contaminants prior to entering the distribution system.
2. Threatened or suspected acts of sabotage confirmed by analytical results, including but not limited to:
 - Suspected contamination triggered by acts of sabotage or vandalism.
3. Emergency use of an unapproved source to provide a supplemental water supply.

Unsafe Water Alert (UWA)/"Do Not Use" – In the event a known or suspected contamination event to a water system, where the contaminate may be chemical, biological or radiological a UWA or "Do Not Use" should be issued. Water should not be used for drinking, cooking, or sanitation purposes. Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to
 - Terrorist contamination event.

Cancellation of Public Notification

Once a BWO/UWA is issued, the only agency that can rescind the public notice is the drinking water primacy agency. The Division or the LPA will not lift the

BWO for a microbial contaminant until two rounds of samples, collected one day apart, for coliform bacteria samples have been analyzed and the results are negative. The two sets of sample results should be faxed to the Division District Office or LPA office for final approval before rescinding the BWO. Special chemical sampling may be required to get approval to rescind an UWA, please contact the Division District Office or LPA to determine what sampling will be required.

7) RESUME NORMAL OPERATIONS: The steps that will be taken to resume normal operations and to prepare and submit reports to appropriate agencies will include identifying the nature of the emergency (e.g., earthquake-causing water outage/leaks, fire or power outage causing water shortage/outage, sabotage resulting in facility destruction or water contamination).

a. Leaks (Result of earthquake, etc.)

- i. Immediately increase system disinfectant residual as a precaution, until normal service is resumed. Determine the locations of leaks and make temporary repairs using clamps and other pipe repair devices that will allow for repairs to be made while system pressure is maintained. If this is not possible, isolate leaks by turning off power or flow, to repair or replace the pipe. Repair or isolate major breaks to allow service to the maximum system population possible.
- ii. Disinfect all repairs as per attached AWWA Standards¹;
- iii. Reestablish normal service.

b. Low pressure or service interruption (Result of earthquake, fire, storm, water source outage, power outage, etc.) – See also section on Leaks, above.

- i. Increase production, if possible, to provide maximum system output.
- ii. Increase disinfectant residual as a precaution against potential contamination.

If any customers have experienced low pressure or a water outage as a result of an earthquake, fire, storm, water source outage, power outage or any other event or failure, immediately contact the Division or the LPA to determine if a Boil Water Order (BWO) must be issued to users. ***Note: Whether issued by the water system or a regulatory agency, the BWO can only be rescinded or lifted by the Division or the LPA. Normally the regulatory agency will consider rescinding a BWO after total***

¹ Copies of the AWWA C651 Standard for Disinfecting Water Mains or the C652 Standard for Disinfection of Water-storage Facilities, can be purchased by contacting the American Water Works Association, or online at <http://www.awwa.org/>

coliform sampling on two consecutive days show an absence of total and fecal coliform organisms.

c. Power outage

- i. Place emergency generator on line to provide minimum water pressure to system.
- ii. Increase disinfectant residual as precaution to potential contamination.
- iii. See also water outages, above.

d. Contamination

- i. Immediately, contact the Division or LPA in accordance with the Emergency Notification Plan. Follow the directions of the Division or the LPA regarding steps to be taken, emergency notification of users, and public notification.
- ii. Identify location and source of contamination.
- iii. If contamination is from system source, isolate or treat source.
- iv. If contamination is an act of sabotage, take appropriate action based on nature of contamination. Immediately contact local law enforcement and your regulatory agency (the Division or LPA). Actions should be taken in consultation with the regulatory agency and could include shutting off water until all contaminants are identified.

e. Physical destruction of facility or evidence of tampering (sabotage)

- i. Immediately contact local law enforcement and regulatory agency for consultation.
- ii. Consider the steps necessary to isolate the facilities or portions of the system that may be affected (close valves, turn off pumps, etc.).

All emergencies will be documented along with action taken, and kept in the files of the water system office. Acts of sabotage will be reported to the local law enforcement agency.

Water System Emergency/Disaster Personnel and Responsibilities

Name	Telephone No. (Work)	Role
Title	Telephone No. (Home)	
		Initial contact at office, in charge for all emergencies until replaced by Chairperson or Director
Secretary		
		In charge for all emergencies
Board Chairperson/Owner		
Board Member/Resident Manager		
Board Member		
Board Member		
Board Member		
Treasurer		
		Emergency assistance and support
Operator		

External Emergency Contact List

Agency/Department	Telephone No. (Day) Telephone No. (After Hours)
Another Water Agency	
Fire Department	
Local Law Enforcement	
County Office of Emergency Services	
FBI Office (terrorism or sabotage) (Also notify local law enforcement.)	
California Office of Emergency Services — Warning Center (24-hr. number)— <i>Note: Ask for referral to State Board Duty Officer-Division of Drinking Water</i>	(800) 852-7550 or (916) 845-8911
DHS District Office	
Local Environmental Health Agency	

Water system contact information:

Name:

Address:

City, State, Zip code:

Phone:

FAX:

Emergency Supplier Contact Numbers and Supply List

A. List of equipment on hand for emergency repairs

1. **Example** (*Miscellaneous pipes and fittings, 2", 4", 6" & 8", approximately 100 count 20 of each.*)

2.

3.

B. List of sources of needed equipment, not on hand

1. (Sources for backhoe, jackhammer, technical support. Sources under contract.)

2. (Sources for electrical and pump repair.)

3. (Sources for emergency generators in case of prolonged power outages.)

4.

C. List of distributors or suppliers of replacement parts for the system

1. (Sources for PVC pipe, valves, and fittings.)

2. (Sources for pumps, pressure tank, and gauges.)

3.

D. List of emergency supplier/equipment phone numbers:

	Name	Phone (Day)	Phone (After-hours)
Electrician			
Laboratory			
Electric & Pump (repair service)			
Chemical Disinfectant Supplier			
Other Water Agency (equipment support)			

EMERGENCY/DISASTER RESPONSE PLAN

APPENDIX

System Map of Sources and Distribution Area

Consumer Alert During Water Outages or Periods of Low Pressure

Boil Water Order (Emergency Situation)

Unsafe Water Alert – Do Not Drink

Note: Copies of the above documents, including Spanish language version and one-liner translations for non-English speakers, can be obtained at:
http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.shtml

PUBLIC NOTICE

CONSUMER ALERT DURING WATER OUTAGES OR PERIODS OF LOW PRESSURE

1. If you are experiencing water outages or low water pressure, immediately discontinue any non-essential water use. This includes all outdoor irrigation and car washing. Minimizing use will reduce the potential for the water system to lose pressure or run out of water. Please notify your water system if you experience an outage or low pressure.
2. If the water looks cloudy or dirty, you should not drink it. Upon return of normal water service, you should flush the hot and cold water lines until the water appears clear and the water quality returns to normal.
3. If you are concerned about the water quality or are uncertain of its safety, you may add eight drops of household bleach to one gallon of water and let it sit for 30 minutes or alternatively, if you are able, water can be boiled for one minute at a rolling boil to ensure it is safe for consumption.
4. Use of home treatment devices does not guarantee the water supply is safe after low pressure situations.
5. Do not be alarmed if you experience higher than normal chlorine concentrations in your water supply since the State Water Resources Control Board is advising public water utilities to increase chlorine residuals in areas subject to low pressure or outages.
6. The State Water Resources Control Board has also advised public water systems to increase the bacteriological water quality monitoring of the distribution system in areas subject to low pressure. This may include collecting samples in your area to confirm that the water remains safe for consumption. You will be promptly advised if the sampling reveals a water quality problem.
7. Your water system is committed to ensuring that an adequate quantity of clean, wholesome, and potable water is delivered to you. We recommend that you discuss the information in this notice with members of your family to assure that all family members are prepared should water outages or low water pressure occur.

BOIL WATER NOTICE

Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

BOIL YOUR WATER BEFORE USING

Failure to follow this advisory could result in stomach or intestinal illness.

Due to the recent event [e.g., water outage, power outage, flood, fire, earthquake or other emergency situation], the State Water Resources Control Board, Division of Drinking Water in conjunction with the [County Name] County Health Department, and [Water System name] Water System are advising residents of [City, Town, System] to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, ***let it boil for one (1) minute***, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking and food preparation ***until further notice***. Boiling kills bacteria and other organisms in the water. [or This is the preferred method to assure that the water is safe to drink.]

Optional alternative to include for prolonged situations where it fits.

- An alternative method of disinfection for residents that are not able to boil their water is to use fresh, unscented, liquid household bleach. To do so, add 8 drops (or 1/8 teaspoon) of bleach per gallon of clear water or 16 drops (or 1/4 teaspoon) per gallon of cloudy water, mix thoroughly, and allow it to stand for 30 minutes before using. A chlorine-like taste and odor will result from this disinfection procedure and is an indication that adequate disinfection has taken place.
- Water disinfection tablets may also be used by following the manufacturer's instructions.
- Optional: Potable water is available at the following locations: [List locations]
Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that water is safe to drink and you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

For more information call:

Water Utility contact: [Name, title, phone & address of responsible utility representative].
State Water Resources Control Board – Drinking Water Field Operations Branch- District Office at [(XXX) XXX-XXXX].

Local Environmental Health Jurisdiction: [XXXXXX County at (XXX) XXX-XXXX].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Date:

UNSAFE WATER ALERT

[Insert one-liner language other than Spanish here, if needed, otherwise delete.]

**[System Name] water is possibly contaminated
with [an unknown substance]**

DO NOT DRINK YOUR WATER

Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by the [Water System Name] due to a recent [intrusion; break-in] at [one of the wells; our treatment plant; storage tank; specific facility]. The State Water Resources Control Board, [County Name] County Health Department, and [Water System name] Water System are advising residents of [City, Town, System] to NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.

What should I do?

- **DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.** Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice and food preparation **until further notice.**
- **DO NOT TRY AND TREAT THE WATER YOURSELF.** Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.

OPTIONS

- Optional: Potable water is available at the following locations: [List locations]
Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that the water is safe again. We expect to resolve the problem within [estimated time frame].

For more information call:

Water Utility contact: [Name, title, phone & address of responsible utility representative].

State Water Resources Control Board at: [insert local district office, DE and phone number].

Local County Health Department: [insert phone number of local health department].

This notice is being sent to you by [insert water system name]. California Public Water System ID # [XXXXXXX]. Date Distributed: [date].

Please share this information with all other people who receive this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.